



Brighton Women's Centre

Administrative Volunteer, Mental Health and Wellbeing Services

Role Description

Responsible to: Volunteer Services Manager, Therapeutic Services Manager, BWC Director.

Responsible for: Completing administrative tasks to support the Mental Health and Wellbeing Service

Duties and responsibilities:

BWC is committed to equality of opportunity to its workers and users and in its provision of services. It is the responsibility of each and every worker to ensure the implementation of its equal opportunities policy.

Under the Health & Safety at Work Act all volunteers are required to both take care of their own safety and that of other volunteers, centre users and employees and to cooperate with BWC in complying with statutory duties.

Teamwork is vital to the success and professional standard of the centre and all volunteers are encouraged to take an active part in regular meetings and contribute to the general development of the centre. This may also include taking responsibility for specific areas of work.

Volunteers are offered regular line management supervision and support as is appropriate to their role and level of experience.

Strict adherence to confidentiality, particularly in respect of personal details and background of workers and clients is required of all workers.

1. To provide administrative support to the BWC Mental Health and Wellbeing Service (to include the Therapy and Peer 2 Peer Services where needed)
2. To respond to email enquiries and referrals for therapy.
3. To maintain electronic and hard copy filing and administration systems.

4. To use IT, photocopier and other office machines as appropriate.
5. To write letters, documents and reports as required.
6. To book meeting rooms as required and manage the therapy calendar.
7. To help create posters and leaflets for services as required.
8. To attend supervision and review sessions, training programmes, and volunteer meetings where appropriate.
9. To liaise with the BWC therapists, holistic volunteers and employees and form constructive working relationships. To give and receive appropriate feedback to colleagues.
10. To remain up to date with BWC information, policies and procedures, and ensure that you work according to these.
11. To be able to work in line with BWC core values and ideals.
12. To provide accurate and up to date information about BWC services upon request.
13. To advise the Therapeutic Services Manager ASAP if you are unable to attend your shift, where possible giving minimum 24 hours' notice.
14. To undertake any other appropriate tasks requested by the centre.

Please complete an application form and return it to Volunteer Services Manager emmawalsh@womenscentre.org.uk

Deadline for applications: Midday 18th October 2021